

# **PRODUCT SAFETY AND WARRANTY INFORMATION**

PSW2260VW2

**VERIZON WIRELESS  
HOME PHONE CONNECT**

## **SAFETY AND WARRANTY**

This manual addresses the safety guidelines and precautions to follow when operating your device. Before operating your device, please be aware of all the safety details. This manual contains the warranty for your device. Please review this manual thoroughly.

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## **SAFETY INFORMATION FOR WIRELESS DEVICE**

Read this information before using your wireless device.

### **ELECTRONIC DEVICE**

Power off your device if using the device is prohibited. Do not use the device when usage causes danger or interference with electronic devices.

### **MEDICAL DEVICE**

- Follow rules and regulations set forth by hospitals and health care facilities. Do not use your device when using the device is prohibited.
- Pacemaker manufacturers recommend that a minimum distance of 5.9 inches be maintained between a device and a pacemaker to prevent potential interference with the pacemaker. If you are using a pacemaker, use the device on the opposite side of the pacemaker.
- Some wireless devices may affect the performance of hearing aids. For any such problems, consult your service provider.

### **POTENTIALLY EXPLOSIVE ATMOSPHERE**

Power off your device in any area with a potentially explosive atmosphere, and comply with all signs and instructions. Areas that may have potentially explosive atmospheres include the areas where you would normally be advised to turn off your vehicle engine. Triggering of sparks in such areas could cause an explosion or a fire, resulting in bodily injuries or even deaths. Do not power on your device at refueling points such as service stations. Comply with restrictions on the use of radio equipment in fuel depots, storage, and distribution areas, and chemical plants. In addition, adhere to restrictions in areas where blasting operations are in progress. Before using the device, watch out for areas that have potentially explosive atmospheres that are often, but not always, clearly marked. Such locations include areas below the deck on boats, chemical transfer or storage facilities, and areas where the air contains chemicals or particles such as grain, dust, or metal powders. Ask the manufacturers of vehicles using liquefied petroleum gas (such as propane or butane) whether this device can be safely used in their vicinity.

### **OPERATING ENVIRONMENT**

- Do not use or charge the device in dusty, damp, and dirty places or places with magnetic fields. Otherwise, it may result in a malfunction of the circuit.

- On a stormy day with thunder, do not use your device, to prevent any danger caused by lightning.
- When you are on a call, do not touch the antenna. Touching the antenna affects the call quality and results in increase in power consumption. As a result, the talk time and the standby time are reduced.
- Do not place any cable or metal near the antenna, because they may interfere with the signal.
- Do not install outdoor antenna, because it may damage your device.
- Use accessories authorized by the manufacturer. Using unauthorized accessories will render the warranty null and void.
- Because the device needs to disperse heat during operation, place the device and the power supply in a cool, ventilated area. Never cover the device, put objects on it, or place it near water, fire as well as inflammable and explosive materials.
- This device should be installed and operated with a minimum distance of 7.9 inches between the antenna and all persons.
- Keep the ambient temperature between 14°F and 113°F while the device is being charged. Keep the ambient temperature between 14°F and 131°F for using the device powered by a battery.

## **SAFETY OF CHILDREN**

Comply with all precautions with regard to children's safety. Letting the child play with your device or its accessories, which may include parts that can be detached from the device, may be dangerous, as it may present a choking hazard. Ensure that small children are kept away from the device and accessories.

## **ACCESSORIES**

Only use parts or accessories made by the Manufacturer. Using accessories of other manufacturers or vendors with this device model may invalidate any approval or warranty applicable to the device, result in the non-operation of the device, and cause danger. interference with airborne electronic equipment.

## **BATTERY AND CHARGER**

- Unplug the charger from the electrical plug and the device when not in use.
- Do not connect two poles of the battery with conductors, such as metal materials, keys or

jewelry. Otherwise, the battery may short circuit and cause bodily injury or harm.

- Do not disassemble the battery or solder the battery poles. Otherwise, it may lead to electrolyte leakage, overheating, fire, or explosion.
- If battery electrolyte leaks out, ensure that the electrolyte does not touch your skin and eyes. When the electrolyte touches your skin or splashes into your eyes, wash your eyes with clean water immediately and consult a doctor.
- If there is a case of battery deformation, color change, or abnormal heating while you charge or store the battery, remove the battery immediately and stop using it. Otherwise, it may lead to battery leakage, overheating, explosion, or fire.
- If the power cable is damaged (for example, the cord is exposed or broken), or the plug loosens, stop using the cable at once. Otherwise, it may lead to an electric shock, a short circuit of the charger, or a fire.
- Do not dispose of batteries in fire as they may explode. Batteries may also explode if damaged.
- Danger of explosion if battery is incorrectly replaced. Recycle or dispose of used batteries according to the local regulations or reference instruction supplied with your device.

## **CLEANING AND MAINTENANCE**

- The device, battery, and charger are not water-resistant. Keep them dry. Protect the device, battery, and charger from water or vapor. Do not touch the device or the charger with a wet hand. Otherwise, it may lead to a short circuit, a malfunction of the device, and an electric shock to the user.
- Do not place your device, battery, and charger in places where they can get damaged because of collision. Otherwise, it may lead to battery leakage, device malfunction, overheating, fire, or explosion.
- Do not place magnetic storage media such as magnetic cards and floppy disks near the device. Radiation from the device may erase the information stored on them.
- Do not leave your device, battery, and charger in a place with an extreme high or low temperature. Otherwise, they may not function properly and may lead to a fire or an explosion.
- Before you clean or maintain the device, power off the device and disconnect it from the charger.
- Do not use any chemical detergent, powder, or other chemical agents (such as alcohol and benzene) to clean the device and the charger. Otherwise, parts of the device may be

damaged or a fire can be caused. You can clean the device and the charger with a piece of damp and soft antistatic cloth.

- Do not dismantle the device or accessories. Otherwise, the warranty on the device and accessories is invalid and the manufacturer is not liable to pay for the damage.

## FDA CONSUMER UPDATE



U.S. FOOD AND DRUG ADMINISTRATION  
CELL DEVICE FACTS  
CONSUMER INFORMATION ON WIRELESS DEVICES

### 1. Are wireless devices safe?

Scientific research on the subject of wireless phones and radio frequency (“RF”) energy has been conducted worldwide for many years, and continues. In the United States, the Food and Drug Administration (“FDA”) and the Federal Communications Commission (“FCC”) set policies and procedures for wireless phones. The FDA issued a website publication on health issues related to cell phone usage where it states that, while research is ongoing, “available scientific evidence—including World Health Organization [“WHO”] findings [in the Interphone study] released May 17, 2010—shows no increased health risk due to radiofrequency (RF) energy, a form of electromagnetic radiation that is emitted by cell phones.” The FDA also cites a separate National Cancer Institute program finding that, despite the dramatic increase in cell phone use, occurrences of brain cancer did not increase between 1987 and 2005. You can access the FDA website at <http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm212273.htm>. You can also contact the FDA toll-free at (888) 463-6332 or (888) INFO-FDA. The FCC has its own website publication stating that “[t]here is no scientific evidence that proves that wireless phone usage can lead to cancer or other problems, including headaches, dizziness or memory loss.” This publication is available at <http://www.fcc.gov/cgb/cellular.html> or through the FCC at (888) 225-5322 or (888) CALL-FCC. The National Cancer Institute (“NCI”) states that concerns about the potential health effects of using cellular phones—“and specifically the suggestion that using a cell phone may increase a person’s risk of developing brain cancer—are not supported by a growing body of research on the subject.” You can access NCI’s review of the research at [http://www.cancer.gov/ncicancerbulletin/NCI\\_Cancer\\_Bulletin\\_092308/page7](http://www.cancer.gov/ncicancerbulletin/NCI_Cancer_Bulletin_092308/page7). The WHO’s Interphone study is the largest study of cell phone use and brain tumors ever undertaken. WHO summarized its conclusions concerning Interphone as follows: “Overall, no increase in risk of glioma or meningioma was observed with use of mobile phones. There were suggestions of an increased risk of glioma at the highest exposure levels, but biases and error prevent a causal interpretation. The possible effects of long-term heavy use of mobile phones

require further investigation.” The WHO’s comments on Interphone are available at: [http://www.iarc.fr/en/mediacentre/pr/2010/pdfs/pr200\\_E.pdf](http://www.iarc.fr/en/mediacentre/pr/2010/pdfs/pr200_E.pdf). WHO’s publication of Interphone is available at [http://www.oxfordjournals.org/our\\_journals/ije/press\\_releases/freepdf/dyq079.pdf](http://www.oxfordjournals.org/our_journals/ije/press_releases/freepdf/dyq079.pdf); see also, Interphone Appendix 1 (<http://ije.oxfordjournals.org/cgi/data/dyq079/DC1/1>), and Appendix 2 (<http://ije.oxfordjournals.org/cgi/data/dyq079/DC1/2>).

## **2. What is FDA's role concerning the safety of wireless devices?**

Under the law, FDA does not review the safety of radiation-emitting consumer products such as wireless devices before they can be sold, as it does with new drugs or medical devices. However, the agency has authority to take action if wireless devices are shown to emit radiofrequency energy (RF) at a level that is hazardous to the user. In such a case, FDA could require the manufacturers of wireless devices to notify users of the health hazard and to repair, replace or recall the devices so that the hazard no longer exists.

Although the existing scientific data do not justify FDA regulatory actions, FDA has urged the wireless device industry to take a number of steps, including the following:

- Support needed research into possible biological effects of RF of the type emitted by wireless devices.
- Design wireless devices in a way that minimizes any RF exposure to the user that is not necessary for device function.
- Cooperate in providing users of wireless devices with the best possible information on possible effects of wireless device use on human health.

FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of RF safety to ensure coordinated efforts at the federal level. The following agencies belong to this working group:

- National Institute for Occupational Safety and Health
- Environmental Protection Agency
- Federal Communications Commission
- Occupational Safety and Health Administration
- National Telecommunications and Information Administration The National Institutes of Health participates in some interagency working group activities, as well.

FDA shares regulatory responsibilities for wireless devices with the Federal Communications Commission (FCC). All devices that are sold in the United States must comply with FCC safety guidelines that limit RF exposure. FCC relies on FDA and other health agencies for safety questions about wireless devices. FCC also regulates the base stations that the wireless device



networks rely upon. While these base stations operate at higher power than do the wireless devices themselves, the RF exposures that people get from these base stations are typically thousands of times lower than those they can get from wireless devices. Base stations are thus not the primary subject of the safety questions discussed in this document.

### **3. What kinds of devices are the subject of this update?**

The term “wireless device” refers here to hand-held wireless devices with built-in antennas, often called “cell,” “mobile,” or “PCS” devices. These types of wireless devices can expose the user to measurable radiofrequency energy (RF) because of the short distance between the device and the user’s head. These RF exposures are limited by Federal Communications Commission safety guidelines that were developed with the advice of FDA and other federal health and safety agencies. When the device is located at greater distances from the user, the exposure to RF is drastically lower because a person’s RF exposure decreases rapidly with increasing distance from the source. The so-called “cordless devices,” which have a base unit connected to the telephone wiring in a house, typically operate at far lower power levels, and thus produce RF exposures well within the FCC’s compliance limits.

### **4. What are the results of the research done already?**

The research done thus far has produced conflicting results, and many studies have suffered from flaws in their research methods. Animal experiments investigating the effects of radiofrequency energy (RF) exposures characteristic of wireless devices have yielded conflicting results that often cannot be repeated in other laboratories. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals.

However, many of the studies that showed increased tumor development used animals that had been genetically engineered or treated with cancer-causing chemicals so as to be pre-disposed to develop cancer in the absence of RF exposure. Other studies exposed the animals to RF for up to 22 hours per day. These conditions are not similar to the conditions under which people use wireless devices, so we don’t know with certainty what the results of such studies mean for human health.

Three large epidemiology studies have been published since December 2000. Between them, the studies investigated any possible association between the use of wireless devices and primary brain cancer, glioma, meningioma, or acoustic neuroma, tumors of the brain or salivary gland, leukemia, or other cancers. None of the studies demonstrated the existence of any harmful health effects from wireless device RF exposures. However, none of the studies can answer questions about long-term exposures, since the average period of device use in these studies was around three years.

## **5. What research is needed to decide whether RF exposure from wireless devices poses a health risk?**

A combination of laboratory studies and epidemiological studies of people actually using wireless devices would provide some of the data that are needed. Lifetime animal exposure studies could be completed in a few years. However, very large numbers of animals would be needed to provide reliable proof of a cancer promoting effect if one exists. Epidemiological studies can provide data that is directly applicable to human populations, but 10 or more years' follow-up may be needed to provide answers about some health effects, such as cancer. This is because the interval between the time of exposure to a cancer-causing agent and the time tumors develop - if they do - may be many, many years. The interpretation of epidemiological studies is hampered by difficulties in measuring actual RF exposure during day-to-day use of wireless devices. Many factors affect this measurement, such as the angle at which the device is held, or which model of device is used.

## **6. What is FDA doing to find out more about the possible health effects of wireless device RF?**

FDA is working with the U.S. National Toxicology Program and with groups of investigators around the world to ensure that high priority animal studies are conducted to address important questions about the effects of exposure to radiofrequency energy (RF).

FDA has been a leading participant in the World Health Organization International Electromagnetic Fields (EMF) Project since its inception in 1996. An influential result of this work has been the development of a detailed agenda of research needs that has driven the establishment of new research programs around the world. The Project has also helped develop a series of public information documents on EMF issues.

FDA and the Cellular Telecommunications & Internet Association (CTIA) have a formal Cooperative Research and Development Agreement (CRADA) to do research on wireless device safety. FDA provides the scientific oversight, obtaining input from experts in government, industry, and academic organizations. CTIA-funded research is conducted through contracts to independent investigators. The initial research will include both laboratory studies and studies of wireless device users. The CRADA will also include a broad assessment of additional research needs in the context of the latest research developments around the world.

## **7. How can I find out how much radiofrequency energy exposure I can get by using my wire-less device?**

All devices sold in the United States must comply with Federal Communications Commission (FCC) guidelines that limit radiofrequency energy (RF) exposures. FCC established these

guidelines in consultation with FDA and the other federal health and safety agencies. The FCC limit for RF exposure from wireless telephones is set at a Specific Absorption Rate (SAR) of 1.6 watts per kilogram (1.6 W/kg). The FCC limit is consistent with the safety standards developed by the Institute of Electrical and Electronic Engineering (IEEE) and the National Council on Radiation Protection and Measurement. The exposure limit takes into consideration the body's ability to remove heat from the tissues that absorb energy from the wireless device and is set well below levels known to have effects. Manufacturers of wireless devices must report the RF exposure level for each model of device to the FCC. The FCC website (<http://www.fcc.gov/oet/rfsafety>) gives directions for locating the FCC identification number on your device so you can find your device's RF exposure level in the online listing.

## **8. What has FDA done to measure the radiofrequency energy coming from wireless devices ?**

The Institute of Electrical and Electronic Engineers (IEEE) is developing a technical standard for measuring the radiofrequency energy (RF) exposure from wireless devices and other wireless handsets with the participation and leadership of FDA scientists and engineers. The standard, "Recommended Practice for Determining the Spatial-Peak Specific Absorption Rate (SAR) in the Human Body Due to Wireless Communications Devices: Experimental Techniques," sets forth the first consistent test methodology for measuring the rate at which RF is deposited in the heads of wireless device users. The test method uses a tissue-simulating model of the human head. Standardized SAR test methodology is expected to greatly improve the consistency of measurements made at different laboratories on the same device. SAR is the measurement of the amount of energy absorbed in tissue, either by the whole body or a small part of the body. It is measured in watts/kg (or milliwatts/g) of matter. This measurement is used to determine whether a wireless device complies with safety guidelines.

## **9. What steps can I take to reduce my exposure to radiofrequency energy from my wireless device?**

If there is a risk from these products--and at this point we do not know that there is--it is probably very small. But if you are concerned about avoiding even potential risks, you can take a few simple steps to minimize your exposure to radiofrequency energy (RF). Since time is a key factor in how much exposure a person receives, reducing the amount of time spent using a wireless device will reduce RF exposure.

- If you must conduct extended conversations by wireless device every day, you could place more distance between your body and the source of the RF, since the exposure level drops off dramatically with distance.

For example, you could use a headset and carry the wireless device away from your body or use a wireless device connected to a remote antenna. Again, the scientific data do not

demonstrate that wireless devices are harmful. But if you are concerned about the RF exposure from these products, you can use measures like those described above to reduce your RF exposure from wireless device use.

### **10. What about children using wireless devices?**

The scientific evidence does not show a danger to users of wireless devices, including children and teenagers. If you want to take steps to lower exposure to radiofrequency energy (RF), the measures described above would apply to children and teenagers using wireless devices. Reducing the time of wireless device use and increasing the distance between the user and the RF source will reduce RF exposure.

Some groups sponsored by other national governments have advised that children be discouraged from using wireless devices at all. For example, the government in the United Kingdom distributed leaflets containing such a recommendation in December 2000. They noted that no evidence exists that using a wireless device causes brain tumors or other ill effects. Their recommendation to limit wireless device use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists.

### **11. What about wireless device interference with medical equipment?**

Radiofrequency energy (RF) from wireless devices can interact with some electronic devices. For this reason, FDA helped develop a detailed test method to measure electromagnetic interference (EMI) of implanted cardiac pacemakers and defibrillators from wireless telephones. This test method is now part of a standard sponsored by the Association for the Advancement of Medical Instrumentation (AAMI). The final draft, a joint effort by FDA, medical device manufacturers, and many other groups, was completed in late 2000. This standard will allow manufacturers to ensure that cardiac pacemakers and defibrillators are safe from wireless device EMI.

FDA has tested hearing aids for interference from handheld wireless devices and helped develop a voluntary standard sponsored by the Institute of Electrical and Electronic Engineers (IEEE). This standard specifies test methods and performance requirements for hearing aids and wireless devices so that no interference occurs when a person uses a “compatible” device and a “compatible” hearing aid at the same time. This standard was approved by the IEEE in 2000.

FDA continues to monitor the use of wireless devices for possible interactions with other medical devices. Should harmful interference be found to occur, FDA will conduct testing to assess the interference and work to resolve the problem.

## 12. Where can I find additional information?

For additional information, please refer to the following resources:

- FDA web page on wireless devices (<http://www.fda.gov/cellphones>)
- Federal Communications Commission (FCC) RF Safety Program (<http://www.fcc.gov/oet/rfsafety>)
- International Commission on Non-ionizing Radiation Protection (<http://www.icnirp.de>)
- World Health Organization (WHO) International EMF Project (<http://www.who.int/emf>)
- National Radiological Protection Board (UK) (<http://www.hpa.org.uk/radiation/>)

## AVOID POTENTIAL HEARING LOSS

Prolonged exposure to loud sounds (including music) is the most common cause of preventable hearing loss. Some scientific research suggests that using portable audio devices, such as portable music players and cellular telephones, at high volume settings for long durations may lead to permanent noise-induced hearing loss. This includes the use of headphones (including headsets, earbuds and Bluetooth® or other wireless devices). Exposure to very loud sound has also been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound and distorted hearing. Individual susceptibility to noise-induced hearing loss and other potential hearing problems varies.

The amount of sound produced by a portable audio device varies depending on the nature of the sound, the device, the device settings and the headphones. You should follow some commonsense recommendations when using any portable audio device:

- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.
- When using headphones, turn the volume down if you cannot hear the people speaking near you or if the person sitting next to you can hear what you are listening to.
- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your portable device in a noisy environment, use noise-cancelling headphones to block out background environmental noise.
- Limit the amount of time you listen. As the volume increases, less time is required before your hearing could be affected.
- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.
- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech or experience any temporary hearing difficulty after listening to

your portable audio device, discontinue use and consult your doctor.

## **YOU CAN OBTAIN ADDITIONAL INFORMATION ON THIS SUBJECT FROM THE FOLLOWING SOURCES:**

### **American Academy of Audiology**

11730 Plaza American Drive, Suite 300  
Reston, VA 20190  
Voice: 800-AAA-2336, 703-790-8466  
Email: [info@audiology.org](mailto:info@audiology.org)  
Internet: [www.audiology.org](http://www.audiology.org)

### **National Institute on Deafness and Other Communication Disorders National Institutes of Health**

31 Center Drive, MSC 2320  
Bethesda, MD USA 20892-2320  
Voice: (301) 496-7243  
Email: [nidcdinfo@nidcd.nih.gov](mailto:nidcdinfo@nidcd.nih.gov)  
Internet: <http://www.nidcd.nih.gov/health/hearing>

### **National Institute for Occupational Safety and Health**

Hubert H. Humphrey Bldg.  
200 Independence Ave., SW  
Washington, DC 20201  
Voice: 1-800-CDC-INFO (1-800-232-4636)  
Internet: <http://www.cdc.gov/niosh/topics/noise/default.html>

## **FCC COMPLIANCE INFORMATION**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Warning:** Changes or modifications made to this device not expressly approved by Huawei Technologies Co., Ltd. may void the FCC authorization to operate this device.

## Emergency Calling

Emergency calls to 911 are routed to designated emergency call takers, often local or county police, fire and rescue departments, known as Public Safety Answering Points or PSAPs. Verizon Wireless provides PSAPs that have upgraded their equipment with what's known as Enhanced 911 or E911 service, which, through your GPS-capable device, automatically provides call takers with the telephone number and information on the estimated location of the 911 caller to assist them in dispatching emergency assistance. The most advanced form of E911 service is referred to as Phase 2.

### **What is a GPS-capable device, and why is it so important for E911?**

Verizon Wireless' Phase 2 E911 location technology is built into the device; GPS-capable devices rely on signals from the Federal Government's Global Positioning System satellites to help estimate location when you make a 911 call. Verizon Wireless' location-based technology provides the most accurate capability over varied terrain, and is generally capable of estimates within 50 to 150 meters in most cases.

GPS-capable devices have an embedded chipset that will help provide location information to a PSAP when a caller dials 911. The device itself is not a stand-alone GPS device, and does not support or initiate any kind of individual tracking capability. The location-determining capability becomes functional after dialing 911 when the network is prompted to determine the handset's location. Since the Home Phone Connect Adaptor is designed for an indoor environment, please be prepared to provide your location inside the premises to a PSAP. The GPS chipset embedded in this device will work best if the device is located near a window or other opening.

## **Where is E911 available?**

Verizon Wireless' Enhanced 911 service works only where PSAPs have upgraded their equipment/systems to be able to read and use the Enhanced 911 location data. If interested, customers should contact their local or state elected officials to find out if the PSAP serving their town/city has updated their systems to use the Enhanced 911 information or when wireless E911 service will be available in their area.

## **What happens when I dial 911?**

Upon dialing 911, calls are routed and answered according to guidelines set by local public safety officials in your area. For example, some PSAPs answer emergency calls centrally for their entire state, others for their county or town. Most transfer calls or dispatch a responder nearest the emergency.

Verizon Wireless provides enhanced location information to emergency call takers but it cannot guarantee your precise location. Wireless phones and other wireless devices are radios and can react to the environment. Rain, snow, fog, falling leaves, water, mountains, canyons and buildings may affect service. And in some places Public Safety call takers still rely only on the caller's descriptions to locate and dispatch help to people in emergency situations.

Note: Please note that a power service outage may prevent all Service, including the completion of a 911 call if your home phone relies on external power. The Home Phone Connect device is equipped with battery backup (refer to Section 3 for details). A power failure or disruption may require you to reset or reconfigure the Device and other equipment prior to utilizing the Service or any 911 emergency response service.

Neither Verizon Wireless nor any of its affiliates shall be liable for any service outage and/or inability to access emergency service personnel, nor shall Verizon Wireless or any of its affiliates be responsible for the acts or omissions of emergency response center personnel.

## **12 MONTH LIMITED WARRANTY**

Personal Communications Devices, LLC. (the "Company") warrants to the original retail purchaser of this wireless device, that should this product or any part thereof during normal consumer usage and conditions, be proven defective in material or workmanship that results in product failure within the first twelve (12) month period from the date of purchase, such defect(s) will be repaired or replaced (with new or rebuilt parts) at the Company's option, without charge for parts or labor directly related to the defect(s).

The antenna, keypad, display, rechargeable battery and battery charger, if included, are similarly warranted for twelve (12) months from date of purchase.



This Warranty extends only to consumers who purchase the product in the United States or Canada and it is not transferable or assignable.

This Warranty does not apply to:

- (a) Product subjected to abnormal use or conditions, accident, mishandling, neglect, unauthorized alteration, misuse, improper installation or repair or improper storage.
- (b) Product whose mechanical serial number or electronic serial number has been removed, altered or defaced.
- (c) Damage from exposure to moisture, humidity, excessive temperatures or extreme environmental conditions.
- (d) Damage resulting from connection to, or use of any accessory or other product not approved or authorized by the Company.
- (e) Defects in appearance, cosmetic, decorative or structural items such as framing and non-operative parts.
- (f) Product damaged from external causes such as fire, flooding, dirt, sand, weather conditions, battery leakage, blown fuse, theft or improper usage of any electrical source.

The Company disclaims liability for removal or reinstallation of the product, for geographic coverage, for inadequate signal reception by the antenna or for communications range or operation of the cellular system as a whole.

When sending your wireless device to Personal Communications Devices for repair or service, please note that any personal data or software stored on the device may be inadvertently erased or altered. Therefore, we strongly recommend you make a back up copy of all data and software contained on your device before submitting it for repair or service. This includes all contact lists, downloads (i.e. third-party software applications, ringtones, games and graphics) and any other data added to your device. In addition, if your wireless device utilizes a SIM or Multimedia card, please remove the card before submitting the device and store for later use when your device is returned, Personal Communications Devices is not responsible for and does not guarantee restoration of any third-party software, personal information or memory data contained in, stored on, or integrated with any wireless device, whether under warranty or not, returned to Personal Communications Devices for repair or service.

To obtain repairs or replacement within the terms of this Warranty, the product should be delivered with proof of Warranty coverage (e.g. dated bill of sale), the consumer's return address, daytime phone number and/or fax number and complete description of the problem, transportation prepaid, to the Company at the address shown below or to the place of purchase for repair or replacement processing. In addition, for reference to an authorized

Warranty station in your area, you may telephone in the United States (800) 229-1235, and in Canada (800) 465-9672 (in Ontario call 416-695-3060).

THE EXTENT OF THE COMPANY'S LIABILITY UNDER THIS WARRANTY IS LIMITED TO THE REPAIR OR REPLACEMENT PROVIDED ABOVE AND, IN NO EVENT, SHALL THE COMPANY'S LIABILITY EXCEED THE PURCHASE PRICE PAID BY PURCHASER FOR THE PRODUCT.

ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY. ANY ACTION FOR BREACH OF ANY WARRANTY MUST BE BROUGHT WITHIN A PERIOD OF 18 MONTHS FROM DATE OF ORIGINAL PURCHASE. IN NO CASE SHALL THE COMPANY BE LIABLE FOR AN SPECIAL CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, WHATSOEVER. THE COMPANY SHALL NOT BE LIABLE FOR THE DELAY IN RENDERING SERVICE UNDER THIS WARRANTY OR LOSS OF USE DURING THE TIME THE PRODUCT IS BEING REPAIRED OR REPLACED.

No person or representative is authorized to assume for the Company any liability other than expressed herein in connection with the sale of this product.

Some states or provinces do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damage so the above limitation or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.

IN USA:        Personal Communications Devices, LLC.  
                  555 Wireless Blvd.  
                  Hauppauge, NY 11788  
                  (800) 229-1235

IN CANADA: PCD Communications Canada Ltd.  
                  5535 Eglinton Avenue West  
                  Suite# 234  
                  Toronto, ON M9C 5K5  
                  (800) 465-9672

